



## Conditions of Employment Grooming Standards

Dear Fellow Associates,

As the area's hospitality employer of choice, we are committed to providing products and services beyond expectations. It is important that we adhere to strict grooming and appearance standards so we can reflect the highest quality of products and services to our guests.

If for any reason you do not comply with the Grooming Standards listed below, you will not be able to start your employment.

### **Personal Hygiene**

Associates reporting to work must present a neat and clean appearance, which should include the absence of offensive body odors and proper attention to oral hygiene.

Associates should avoid the use of heavy fragrances. The use of perfumes, colognes, and aftershave lotions, which are light and subtle are permitted.

### **Hair**

- Hair must be worn in a manner that does not block side vision, cover the name badge, or present a safety problem.
- Hair color and accessories must be appropriate and not extreme.
- Long hair has to be contained, pulled back, neat and close to the body.
- All hairstyles must be neat, well maintained and professional. Extreme hairstyles (i.e. mohawks, etc.) are not permitted.
- Head coverings, that are not part of approved uniform standard. This includes: any hats with non Kalahari logos, bandanas, scarfs. Durags are not allowed, unless they are black, tucked in under an approved uniform hat. Religious head coverings are allowed with HR's approval.
- HR and Management may deem a specific hairstyle as inappropriate and ask the Associate to change it. To comply with Department of Health regulations, Management may institute additional rules or restrictions pertaining to hairstyles. Hat or hairnets may be required in certain areas or departments.

For clarification on whether a hairstyle is acceptable, please consult with Human Resources.

### **Facial Hair**

For all male associates, a fully grown in, well-maintained mustache, beard, or goatee is permitted, unless otherwise restricted by regulatory codes and standards. Management may restrict the wearing of facial hair in certain areas or departments. Restricted departments may include but are not limited to the following departments: Food and Beverage FOH and BOH, and SPA.

- Facial hair must be neatly trimmed and may not present an un-kept appearance. Extreme styles are prohibited.

- All facial hair (beards, goatees and mustaches) must create an overall neat, polished and professional look.
- All facial hair must be fully grown in (this means that you may have to grow your beard during your time off), neatly groomed and well maintained at no longer than a quarter of an inch in length. Mustaches may extend below the corners of the mouth to meet with the facial beard.
- Shaping the mustache or beard to a particular style is not permitted. Mustaches (without lower facial hair) must not extend onto or over the upper lip and must extend to the corners of the mouth, but not beyond or below the corners.
- Associates without a mustache, beard, or goatee are expected to be clean-shaven every day.

Management reserve rights to deem a facial hair style as inappropriate, and ask the Associate to shave/trim it. Not clean shaven ("scruffy" looking) Associates will be sent home.

For clarification on whether a mustache, beard or goatee is acceptable, please consult with Human Resources.

### **Clothing**

All personal clothing and assigned uniform garments are expected to be neat, clean, pressed, and in good condition. Frayed, faded, torn, threadbare or patched garments are not acceptable. Kalahari Resort has a "Resort Business Casual Attire" appearance standard during work hours.

Inappropriate attire examples are, but not limited to, the following:

- Casual or athletic shorts or cut-offs
- Sundresses, midriff, dresses or mini-skirts that are shorter than 2 inches above the knee when sitting down
- See-through fabrics, midriff tops, or clothing that is excessively revealing, low cut, or worn in a manner that is unsuitable for a professional work environment or where it distracts from the orderly conduct of business
- Tube, tank or halter tops
- Sandals, flip flops, tennis, running or athletic shoes (unless approved by department manager), mountain or biker boots
- Associates working in non-public and non-uniformed areas may wear open-toed dress shoes unless specifically prohibited under safety, hygiene, or management restriction.
- Spandex clothing, stretch pants, stirrup pants, sweat pants/sweatshirts, jeans
- Clothing that displays graphics, logos, or lettering, other than Kalahari Resort approved, is not acceptable attire.

### **Tattoos**

Visible tattoos are not permitted in most Front-of-the-House areas. Tattoos may be permitted, at management discretion, in other areas.

### **Jewelry**

- Male associates are not permitted to wear earrings – including gauges, or clear spacers.
- Female associates may wear no more than two earrings in one ear (ear lobe area only); earrings must be appropriate and in good taste and must not hang more than two (2) inches from the attachment or be larger than a nickel – including gauges, or clear spacers.
- Female associates may wear no more than two earrings in one ear (ear lobe area only); earrings must be appropriate and in good taste and must not hang more than two (2) inches from the attachment or be larger than a nickel – including gauges, or clear spacers.

- Rings are acceptable, provided they are of appropriate hand scale and no larger than a traditional class ring. Associates may wear no more than two (2) rings on both hands. Wedding sets are considered one (1) ring.
- Visible body piercing (nose, eye, tongue, etc.) is not permitted and jewelry must be removed while on property.
- Jewelry shall be worn in good taste and appropriate for resort standards. Only pins (except decorative), buttons, badges, etc. authorized and issued by Kalahari Resorts may be worn.

### **Fingernails**

- Fingernails must be clean and manicured.
- If nail polish is worn it must be in good taste and subtle, not extreme.
- Management reserves the right to restrict the wearing of nail polish and nail length in certain areas due to sanitation/health requirements.

### **Glasses:**

Associates may wear regular eyeglasses which may be of a "transitions" type. Tinted glasses that prevent direct eye contact are not permitted (unless specifically prescribed by a licensed ophthalmologist for medical reasons).

### **Additional Conditions of Employment**

- Report to work on time in compliance with all policies when scheduled.
- Provide hospitable and exceptional guest services in every task performed.
- Uniforms are purchased by associates during orientation or just before their first work shift in the department. They are able to be payroll deducted and are considered property of the associate.

**Again, we take our grooming standards very seriously. We believe that you cannot successfully take care of yourself, then you cannot successfully take care of others.**

**If you have any questions concerning the above information,  
please call the appropriate Human Resources Department:**

**Wisconsin Dells, Wisconsin 608-254-5466 ext. 43273  
Sandusky, Ohio 419-433-7200 ext. 34030  
Pocono Mountains, Pennsylvania 570-216-5489**